

EXECUTIVE SUMMARY

This is the 31th Semiannual report issued by the Office of Inspector General (OIG) at the Federal Labor Relations Authority (FLRA). This report, submitted pursuant to section 5 of the Inspector General Act, summarizes the major activities and accomplishments for the period of October 1, 2003 to March 31, 2004.

During this reporting period, the FLRA Inspector General processed six Hotline calls and completed two administrative investigations. Two additional investigations are currently being performed by the FLRA Inspector General. During this period, the FLRA Inspector General completed and issued a follow-up analysis of the statistics related to the FY 2003 Internal Review of the FLRA Authority Case Processing. The FLRA Inspector General completed internal reviews of FLRA's Use of Government Vehicles, FLRA Office of the General Counsel's Remote Duty Stations and initiated a comprehensive audit of the FLRA's Security Programs. This audit will focus on cybersecurity, physical security, personnel security and homeland security. The FLRA experienced one security incident during the last 6 months which involved the theft of government property.

The FLRA Inspector General continues to participate in the Presidential Council for Integrity and Efficiency/Executive Council for Integrity and Efficiency (PCIE/ECIE). During this reporting period no new legislation or FLRA draft policies were provided to the Inspector General for review. The FLRA Inspector General continues to conduct management and employee consultations and engages in continuing education.

FLRA management has addressed two oversight activity corrective actions during this last reporting period. Management has not responded during this last reporting period to the Inspector General requests for the status of previous oversight activity open and current corrective action follow-ups.

THE FEDERAL LABOR RELATIONS AUTHORITY

The FLRA is an independent agency responsible for directing the labor-management relations for 1.9 million non-postal Federal employees world-wide, nearly 1.1 million of whom are exclusively represented in approximately 2,200 bargaining units. The FLRA is charged by the Federal Service Labor-Management Relations (The Statute), section 7105, with providing leadership in establishing policies and guidance relating to Federal sector labor-management relations, resolving disputes arising among Federal agencies and unions representing Federal employees, and ensuring compliance with the Statute.

The FLRA represents the Federal government's consolidated approach to labor-management relations. It is "three components in one," fulfilling legal statutory responsibilities through its three primary operational components – the Authority, the Office of General Counsel and the Federal Service Impasses Panel. The FLRA has 7 regional offices and two satellite offices. The FLRA also provides full staff support to two other organizations – the Foreign Service Impasses Disputes Panel and the Foreign Service Labor Relations Board.

The Authority is a quasi-judicial body with three full-time Members who are appointed for 5-year terms by the President, with the advice and consent of the Senate. One member is appointed by the President to serve as Chairman of the Authority and as Chief Executive and Administrative Officer of the FLRA.

The Authority adjudicates disputes arising under the Statute, deciding cases concerning the negotiability of collective bargaining agreement proposals, unfair labor practice (ULP) allegations, representation petitions, and exceptions to grievance arbitration awards. In addition, consistent with its statutory responsibility to provide leadership in establishing policies and guidance to participants in the Federal labor-management relations program, and as part of the Collaboration and Alternative Dispute Resolution (CADRE) Program described below, the Authority assists Federal agencies and unions in understanding their rights and responsibilities under the Statute and resolving their disputes through interest-based problem-solving rather than adjudication.

In addition to the three Member Offices, the Authority component of the FLRA also houses the Office of Administrative Law Judges, the Collaboration and Alternative Dispute Resolution Office, the Office of the Solicitor, the Office of the Executive Director, and the Office of the Inspector General.

Office of the Administrative Law Judges: The FLRA's Administrative Law Judges (ALJs) are appointed by the Authority to hear and prepare recommended decisions in cases involving alleged ULPs. In addition, ALJs issue decisions involving applications for attorney fees and files pursuant to the Back Pay Act or the Equal Access to Justice Act. The decisions of the ALJs may be affirmed, modified, or reversed, in whole or in part, by the Authority. If no exceptions are filed to an ALJ's decisions, the decision is

adopted by the Authority and becomes final and binding on the parties. The ALJs also issue subpoenas as requested by the parties. While performing their duties, the ALJs engage in settlement efforts throughout all stages of the process and conduct pre-hearing conferences in all ULP cases.

Office of Policy, Project & Performance Management: The Office of Policy, Project & Performance Management is responsible for agency-wide strategic policy and planning, including the role of chief human capital officer. The office also provides oversight with respect to FLRA performance management initiatives. The office drafts, reviews, and approves all agency-wide instructions and policies; oversees the Chairman's and the Administration's initiatives; and develops agency-wide initiatives, which upon the Chairman's final approval are implemented through the Office of the Executive Director. The office also houses the agency's congressional affairs function and serves as the Chairman's primary point of contact with the Solicitor, Executive Director, EEO Director, and Inspector General.

Collaboration and Alternative Dispute Resolution (CADR) Office: The CADR Office is responsible for coordinating, supporting, and expanding the unified CADR Program. This program involves a variety of collaboration and alternative dispute resolution techniques at all steps of the process, from investigation and prosecution to the adjudication of cases and resolution of bargaining impasses. The CADR Program also provides facilitation and training programs to assist labor and management in developing constructive approaches to conducting their relationship.

Office of the Solicitor: The Office of the Solicitor represents the Authority in court proceedings before all United States Courts, including the U.S. Supreme Court, U.S. Courts of Appeals, and Federal District Courts. The office serves as the agency's in-house counsel, providing legal advice to all FLRA components. The Solicitor is also the Designated Agency Ethics Officers under the Ethics in Government Act of 1978, as amended.

Office of the Executive Director: The Office of the Executive Director provides operational support to all components of the FLRA, including budget and finance, human resources, procurement, administrative services, and information resources management and is responsible for developing and implementing agency-wide initiatives, such as strategic planning.

Office of the Inspector General: The Office of the Inspector General is responsible for directing and carrying out audits and investigations related to the FLRA Programs and operations. In addition, the office recommends policies that promote economic, efficient, and effective agency programs that prevent fraud, waste and abuse. The office is responsible for keeping the Chair and the Congress fully informed of problems and deficiencies, as well as the necessity for corrective action. The Office of the Inspector General is mandated by Public Law 100-504 and the Inspector General Act Amendments of 1988.

The Office of the General Counsel: The Office of the General Counsel (OGC) is the independent investigative and prosecutorial component of the FLRA. The OGC investigates all ULP charges filed by labor or management and prosecutes all ULP complaints before the Authority. The General Counsel, who is appointed by the President with the advice and consent of the Senate for a 5-year term, manages all OGC employees who comprise over 50 percent of the FLRA's staff. Most of the OGC's staff serve in the FLRA's seven regional offices located in Atlanta, Boston, Chicago, Dallas, Denver, San Francisco, and Washington, DC. The Office of the General Counsel also operates 2 satellite offices, located at Brea, California and Cleveland Ohio. The regional and satellite offices investigate and settle or prosecute ULP claims, actively encouraging the use of collaboration and alternative dispute resolution at every step, to ensure compliance with all ULP orders issued by the Authority. The regional offices also receive and process representation petitions, and provide facilitation, intervention, training, and education services to the parties. The General Counsel reviews all appeals of a Regional Director's decision not to issue a ULP complaint and establishes policies and procedures for processing ULP charges.

The Federal Service Impasses Panel: The Federal Service Impasses Panel (FSIP or the Panel) is composed of seven part-time Members who are appointed by the President to serve for a 5-year term. One Member is appointed by the President to serve as the Panel Chair. The Panel resolves bargaining impasses between Federal agencies and unions representing Federal employees arising from negotiations over conditions of employment under the Statute and the Federal Employees Flexible and Compressed Work Schedules Act. If bargaining between the parties, followed by mediation assistance, proves unsuccessful, the Panel has the authority to recommend procedures and to take whatever action it deems necessary to resolve the impasse.

The Foreign Service Labor Relations Board: The Foreign Service Labor Relations Board (the Board) was created by the Foreign Service Act of 1980 to administer the labor-management relations program for Foreign Service employees in the U.S. Information Agency, the Agency for International Development, and the Departments of State, Agriculture and Commerce. The Board is composed of three Members, including the Chairman of the Authority who appoints the other two Members, who serve on a part-time basis. The Chairman of the Authority also serves as Chairman of the Board. The FLRA General Counsel acts as General Counsel for the Board, and the Authority staff provides necessary support to the Board.

The Foreign Service Impasse Disputes Panel: The Foreign Service Impasse Disputes Panel (the Disputes Panel) was also created by the Foreign Service Act of 1980. The Disputes Panel is composed of five part-time Members who are appointed by the Chairman of the Foreign Service Labor Relations Board (the FLRA Chair). The Disputes Panel resolves bargaining impasses between Federal agencies and Foreign Service personnel in the U.S. Information Agency, the Agency for International Development, and the Departments of State, Agriculture, and Commerce, over

conditions of employment under the Foreign Service Act of 1980. The FSIP staff supports the Disputes Panel.

The FLRA's headquarters is located in Washington, D.C. The FLRA maintains regional offices in Atlanta, Boston, Chicago, Dallas, Denver, San Francisco, and Washington, D.C. The FLRA has 215 full-time equivalents (FTE's).

FLRA MISSION STATEMENT

The Federal Labor Relations Authority exercises leadership under the Federal Service Labor-Management Relations Statute to promote stable, constructive labor relations that contribute to a more effective Government.

The Federal Labor Relations Authority fulfills its mission by:

- Enforcing and clarifying the law through sound, timely decisions and policies;
- Using fast, simple processes to conduct its business;
- Providing high quality training and education programs, and furnishing effective intervention services; and
- Administering its resources to ensure that services are responsive to the unique needs of its customers.

In order to accomplish this mission, the FLRA has established the following four goals:

1. Provide high quality services that timely resolve disputes in the Federal labor-management relations community.
2. Use and promote alternative methods of resolving and avoiding disputes and provide services to enhance labor-management relationships.
3. Develop, manage and utilize the FLRA's internal systems and processes to meet program needs.
4. Develop, manage and utilize the FLRA's human resources to meet program needs.

OFFICE OF INSPECTOR GENERAL

The FLRA's Office of Inspector General was established pursuant to Public Law 100-504, the Inspector General Act Amendments of 1988, which amended Pub. L. 95-452, and the Inspector General Act of 1978. The Inspector General reports directly to the FLRA Chairman. As set forth in the authorizing legislation, the FLRA Inspector General:

- Conducts and supervises internal reviews, audits and evaluations of the programs and operations of the FLRA;
- Provides leadership and coordination, and recommends actions to management, which: (1) promote economy, efficiency, and effectiveness in agency programs and operations; and (2) prevent and detect fraud, waste, abuse, and mismanagement of government resources; and
- Keeps the Chairman, FLRA management, and the Congress fully informed regarding problems and deficiencies, as well as the necessity for the progress of corrective action.

The Inspector General's Office is currently staffed with one full time Inspector General and one full time Management Assistant (upward mobility position). When required, the FLRA Inspector General uses contractor auditors to assist in performing audits. Legal advice is provided to the Inspector General on an as needed basis by the FLRA's Office of the Solicitor. The Office of the Inspector General had been allocated funding totaling \$161,000.00 for FY 2004. Information concerning the FY 2004 FLRA allocation was not available at the time this report was created. The FLRA Inspector General submitted a request for an increase in operational funding in the FLRA Office of Inspector General FY 2005 budget submission. The lack of staff and increased oversight activities required by law (annual security and financial statement audits) provide the basis for this request.

OFFICE OF INSPECTOR GENERAL MISSION STATEMENT

The mission of the FLRA Office of Inspector General is to provide FLRA leadership, along with an independent and objective assessment of the organization's efficiency and effectiveness. This is accomplished through proactive evaluations of FLRA operational processes. The Inspector General provides necessary oversight and serves as a catalyst for improving and maximizing the efficiency and integrity of FLRA programs and operations. The goal of the Inspector General's work is to maximize the effectiveness of FLRA programs by evaluating performance and identifying ways to make these programs more efficient and effective. In addition, the FLRA Inspector General strives to prevent and detect fraud, waste, abuse, and mismanagement of the FLRA's resources and operations which could adversely impact the organization's integrity and ability to perform its mission in a timely, customer responsive manner.

The primary objectives of the Office of Inspector General are as follows:

- To evaluate the efficiency and effectiveness of FLRA program and resource management and identify best practices, as well as causative factors, impeding the accomplishment of the FLRA mission.

- To assist the Chairman and FLRA management in carrying out their responsibilities by providing them with objectives and timely information on the conduct of FLRA operations, together with the Inspector General's independent analysis, conclusions, and recommendations.
- To use evaluations, internal reviews, and more traditional assessment tools of audits, inspections, and investigations, to maximize oversight and strengthen system and process controls.
- To support the Administration and Congress in maximizing Government integrity and efficiency and minimizing the occurrence of fraud, waste, abuse, and mismanagement.

AUDIT/INTERNAL REVIEW ACTIVITY

During this reporting period the following audit was performed by the FLRA Office of the Inspector General in compliance with Government auditing standards:

Audit of FLRA's Security Programs

Open

With the assistance of a contractor, the FLRA Inspector General began a comprehensive audit of FLRA's Security Programs. This includes cybersecurity, personnel security, physical security and homeland security. The cybersecurity aspect will include penetration testing as well as the extent of the Agency's compliance with the Federal Information Security Act of FY 2000 and E-Government standards. The basis of this audit is to ensure that the FLRA's Security Program creates a secure environment for its employees, has appropriately implemented personnel security which is understood and adhered to by management and employees, is in compliance with Federal homeland security and that its information security progress is focused on Federal security information requirements.

Internal Review of FLRA's Use of Government Vehicles

Closed

This internal review revealed that although travel is an essential requirement for the FLRA Office of the General Counsel attorneys and labor management specialists who are investigation agents, the FLRA does not have any written policy or guidance for the use of Government vehicles. Those Regional Offices which have government vehicles pay for it through their budget allocations. When correlated with case workload, the actual use of Government vehicles by the employees of those offices which have the vehicles was not significant. Although having Government vehicles provides a convenience for employees and supports case processing timeliness, its use and cost effectiveness has diminished over the last few years. The use of rental vehicles and other modes of public transportation is definitely a viable alternative for the three Regional Offices which still maintain Government vehicles.

Evaluation of FLRA's Authority 2003 Case Processing Statistics

Closed

Authority Case Processing statistic created by the FLRA Inspector General to assess the Authority's Case Processing during the FY 2003 Internal Review of Authority Case Processing were provided to the Inspector General mid February 2004. An analysis of these statistics indicated that an improvement had been made in the timeliness of Authority case processing. The analysis also indicated that several "best practices" existed in the Authority case processing including "same day" case processing by an Office Manager as well as a Member in conducting case processing responsibilities. While an improvement has occurred, there are still recommendations stated in the Internal Review of Authority Case Processing in FY 2003 that have not been addressed which would improve case processing even more.

Internal Review of Office of the General Counsel's Remote Duty Stations

Closed

This internal review revealed that FLRA Office of the General Counsel's Remote Duty Stations have been in existence since the Agency was created in 1978 and have been eliminated over the years for various reasons. The two that are still in existence are located in Brea, California and Cleveland Ohio and work for the Regional Directors of the San Francisco and Chicago Regional Offices, respectively. This review revealed that all previous FLRA General Counsels planned or the elimination of these remote duty locations but when it should be done was always, and currently is an issue. The current two duty stations are staffed with tenured, experienced employees who handle a significant amount of cases in their locations, and, thus, are considered a needed asset by their Regional Directors. The costs of maintaining these two sites is much less than the cost of moving the 4 employees to their Regional Offices (assuming they would go). Such a move would also increase the travel budget of both Regional Offices. Because the FLRA has no policy regarding full time working at home, and management does not have the alternative of directing employees to work at home, this is not a current viable option.

Other Activities

During this reporting period, significant additions were made to the FLRA Inspector General website including executive summaries of oversight activities conducted during the last year, and an update on Inspector General policy.

Security Issues

During this reporting period, the FLRA had one security incident. On March 17, 2004, the Atlanta Regional Office was broken into and several government lab tops , roller overnight Laptop storage cases and power cords were stolen. In addition to the stolen items, some property was also damaged. The Atlanta Region Federal Protective Service, Police Department and Colomade Properties and FLRA Security Officer were contacted and investigations were appropriately conducted.

Oversight Corrective Actions

During this reporting period, the Office of General Counsel addressed corrective actions. The Authority has not addressed open corrective actions during the last 12 months.

Debt Collection

The FLRA did not obtain any debt collections during this reporting period.

Review of Legislation/Policy

None provided

Continuing Education

During this reporting period, the FLRA Inspector General attended:
The Internal Auditors Audit Conference
PCIE/ECIE Inspector General Conference

Presidential Council of Integrity and Efficiency/Executive Council of Integrity and Efficiency (PCIE/ECIE)

The FLRA Inspector General continues to participate in the Executive Council of Integrity and Efficiency and PCIE/ECIE activities.

Investigation Activity

During this reporting period, the FLRA Inspector General received four complaints which required preliminary investigations. Two of these required full administrative investigations. Two investigation have been completed, one is in progress and one is on hold.

2004-I-01	FLRA Regional Office received threatening letter from former federal employee who has filed a ULP.	10/16/03	Closed
2004-I-02	Federal worker alleges improper investigation of ULPs by the FLRA Regional Office.	11/20/03	Closed. Discussed Findings and Recommendations With General Counsel
2004-I-03	Federal employee alleges inappropriate behavior of FLRA investigation agent.	2/20/04	Open
2004-I-04	FLRA employee alleges improper activities and malfeasant management.	3/25/04	Open

Hotline Calls

During this reporting period, the FLRA Inspector General processed six Hotline Calls,

2004-H-02	Former FAA employee alleges improper actions by the union representative which have affected 40 employees negatively. ULP and Appeal negated because of time element.	10/9/03	Referred to Department of Transportation Inspector General
2004-H-03	Postal Service employee alleges mishandling of paperwork by U.S. Postal Service.	10/14/03	Closed: Referred to US Postal Service Inspector General
2004-H-06	Private sector employee (non-union) alleges mistreatment by management.	11/17/03	Closed, no file. Referred to Department of Labor Inspector General

2004-H-07	Dept. of Justice former employee alleges termination because of age and salary.	1/12/04	Referred to EEO
2004-H-08	Former Department of State employee alleges whistleblower activities by e-mails to FLRA Presidential appointees.	1/15/04	Referred to Office of Special Counsel.
2004-H-9	Lady friend of Florida Dept. of Veterans Affairs employee requested information on Federal employee complainant options regarding illegal management and labor actions.	2/19/04	Referred to Atlanta Regional Office and/or FLRA website for information

SPECIFIC REPORTING REQUIREMENTS OF THE INSPECTOR GENERAL ACT OF 1978, AS AMENDED

The following provides the report page references containing the Inspector General responses, if any, to specific reporting requirements set forth in certain sections of the Inspector General Act of 1978, as amended.

Section 4(a)(2) Review of legislation and regulations.	None
Section 5(a)(1) Significant problems, abuses, and deficiencies.	None
Section 5(a)(2) Recommendations with respect to significant problems, abuses, or deficiencies.	None
Section 5(a)(3) Prior significant recommendations on which corrective action has not been completed.	None
Section 5(a)(4) Matters referred to prosecutorial authorities.	None
Section 5(a)(5) Summary of instances where information was refused.	None
Section 5(a)(6) List of audit/internal review activity.	Page 7
Section 5(a)(7) Summary of significant reports.	None
Section 5(a)(8) Statistical table of reports with questioned costs.	None
Section 5(a)(9) Statistical table of reports with recommendations that funds be put to better use.	None
Section 5(a)(10) Summary of previous audit reports without management decisions.	None
Section 5(a)(11) Significant management decision revised during this period.	None
Section 5(a)(12) Significant management decision with which the Inspector General disagrees.	None

**TABLE I: INSPECTOR GENERAL AUDIT REPORTS WITH
QUESTIONED COSTS**

INSPECTOR GENERAL REPORTS WITH QUESTIONED COSTS	NUMBER OF REPORTS	DOLLAR VALUE	
		Questioned Costs	Unsupported Costs
A. For which no management decision has been made by the commencement of the reporting period.	0		
B. Which were issued during the reporting period.	0		
C. For which management decision was made during the reporting period.	0		
(i) Dollar value of disallowed costs.			
(ii) Dollar value of costs not disallowed.			
D. For which management decision has been made by the end of the reporting period.	0		

**TABLE II: INSPECTOR GENERAL AUDIT REPORTS WITH
RECOMMENDATIONS THAT FUNDS BE PUT TO BETTER USE**

INSPECTOR GENERAL REPORTS WITH RECOMMENDATIONS THAT FUNDS BE PUT TO BETTER USE	NUMBER OF REPORTS	DOLLAR VALUE
A. For which no management decision has been made by the commencement of the reporting period.	0	0
B. Which were issued during the reporting period.	2	\$31, 000 \$14,000
C. For which a management decision was made during the reporting period.	0	0
(i) dollar value of recommendations that were agreed to by management.	0	0
(ii) dollar value of recommendations that were not agreed to by management.	0	0
D. For which no management decision was made by the end of the reporting period.	2	\$31,000 (Internal Review of the General Counsel's Remote Duty Stations) \$14,000 (Internal Review of FLRA's Government Vehicles)

**FLRA INSPECTOR GENERAL
Oversight Activities Summary
October 1, 2003 – March 31, 2004**

<u>Subject</u>	<u>Status</u>
Internal Review of FLRA's Use of Government Vehicles	Completed
Statistical Follow-up of Authority Case Processing	Completed
Internal Review of FLRA Office of General Counsel's Remote Duty Stations	Completed
Audit of FLRA's Security Programs	Open

FLRA Inspector General Oversight Corrective Actions
October 1, 2003- March 31, 2004

Evaluation of FLRA's Authority 2003 Case Processing Statistics	04/03/03	<ol style="list-style-type: none"> 1. FLRA Authority Members/Chief Counsels should develop standard policy and timeliness for case processing, including the average length of time the case should be at various stages of its process. 2. The FLRA Chief Counsels need to work with the Director, Case Control Office to expand the current system and establish a complete and interactive automated Case Tracking System 3. FLRA Authority Members should standardize their case processes, internal goals, internal controls and performance standards for all of their employees. 4. FLRA Authority Members should create a standard case processing policy (or manual) to ensure that current and new employees perform their duties appropriately. 5. The Screening Committee should be required to provide more merit review and legal issue information on the cases they review. 6. Authority cases should be reviewed thoroughly by each Chief Counsel. 7. Input from the Members at the time of case assignment and more interaction among the Members and their senior staff would eliminate repetition. 8. The Authority should consolidate the issuance of the Issue Memorandum and Decision Memorandum for non-complex cases and implement a Member/Chief Counsel Meeting. 9. The Director, Case Control Office, Members' Senior Chief Counsels should once again with the Chief Information Officer and Director, Information Resources Management to improve the current Case Tracking System to support Authority Member Offices case tracking process. 10. Add an additional FTE to the Collaborative Alternative Dispute Resolution Office to enable the Authority process of resolution to expand.
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<p>Internal Review of FLRA's Government Vehicles</p>		<ol style="list-style-type: none"> 11. The Authority should plan a training conference for Federal agency and union employees in 2004 pertaining to labor management and case filing/adjudication and resolution processes 12. The Authority should issue a letter to Federal Labor Management representatives and Federal Union representatives addressing the need for procedural compliance of case appeals.
<p>2004-I-1 (Office of the General Counsel)</p>	<p>01/04</p>	<ol style="list-style-type: none"> 1. Management should consider eliminating government vehicles from the three subject offices at the end of FY2004. The subject Regional Office travel budgets should retain the money and use it for rental vehicles when driving is necessary and/or other modes of public transportation or air travel. If there are future changes which increases these offices caseload significantly in the future and management can support the need of a Government vehicle, it could be reinstated. 2. Because of the significant amount of travel by some Agency component and sub-component employees, appropriate Agency internal travel policy and statistics need to be defined and maintained by all three components of the Agency to properly assess travel costs and budget travel allocations. 3. FLRA Budget and Finance Division Director should semiannually monitor travel transportation mileage logs and related costs, travel safety and security incident and related costs and provided internal semi-annual reports to the Chairman, FLRA, General Counsel, Chairman of FSIP, and Director of Administrative Law Judges.
<p>Office of the General Counsel Internal Review of Remote Duty Locations</p>	<p>03/04</p>	<ol style="list-style-type: none"> 1. Assurance that appropriated documentation is maintained in case files prior to making and issuing case decisions. (Closed) 2. Use of certified mail to issue case decisions to parties. 3. Charging party telephone requests/approval of affidavits, withdrawals, etc. should be documented and signed by charging party. (Closed) <ol style="list-style-type: none"> 1. The FLRA should maintain the remote duty locations until the Department of Defense labor management cases are removed from the FLRA. Statistics on Department of Defense and the Department of Homeland Security should be maintained for at least a year after the Department of Defense and Department of Homeland Security labor policies have been implemented. At that time, based on a verifiable reduced caseload, the FLRA should eliminate the remote duty locations and determine the need of the employees in their former remote site location based on caseload and either transfer them to their Regional Offices or support telecommunicating at home by these specific employees in accordance with Agency policy. <ol style="list-style-type: none"> 2. The FLRA should comply with Public Law 106346 and

		create policy for employees who are or will volunteer to work full time at home prior to making a decision to eliminate their remote duty stations.
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**FLRA INSPECTOR GENERAL
CORRECTIVE ACTION SUMMARY
October 1, 2003 – March 31, 2004**

New Corrective Actions	20
Open Corrective Actions Carried Over	66
Total Actions Closed This Period	3
Total to be Carried Over	86

Significant Recommendations

According to Section 5(a)3 of the Inspector General Act, the Inspector General is required to follow up and report on the implementation status of all open significant recommendations" from prior Semi annual reports. The Inspector General has defined recommendations" as those that pertain to deficiencies that could result in FLRA failure to accomplish mission functions or could result in additional costs or lost funds exceeding \$5,000. The following findings and recommendations are related to the audits and reviews completed during the six month period from October 1, 2003- March 31, 2004.

Corrective actions from previous oversight activities have either not been addressed or completed.

The following corrective actions from previous oversight activities were implemented during the past six months.

2004-I-01 Office of the General Counsel	<ol style="list-style-type: none"> 1. Assurance that appropriated documentation is maintained in case files prior to making and issuing case decisions. 2. Use of certified mail to issue case decisions to parties <ol style="list-style-type: none"> 2. Charging party telephone requests/approval of affidavits, withdrawals , etc should be documented and signed by charging party. 	<ol style="list-style-type: none"> 1. Closed March 24, 2004 2. Not considered cost effective by OGC even though used by Authority CCO, FSIP, ALJs. IG to notify complainant of final decision. 3. Closed March 24,2004
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Glossary

Final Action

Completion by management of either all actions necessary to implement report recommendations or a management decision that determines no action is necessary.

Funds Be Put To Better Use

The amount of savings estimated by the Inspector General that could be obtained by implementing report recommendations relating to more efficiency and effectiveness of programs and operations.

Management Decision

A final decision made by management in response to audit report recommendations That may include actions concluded to be necessary or a determination that no action is necessary.

Management Letter

This document brings to the attention of management any of a broad range of issues and subjects which should be addressed by management, but do not require formal audit or investigation. Management letters are generally unplanned and are issued to report on situations found in conjunction with an on-going or completed audit or investigation. These letters may also be used to expand on previously issued audit report recommendations.

Questioned Costs

Expenditures questioned by the Inspector General are usually due to the following: Unsupported costs, which involve inadequate documentation; Disallowed costs, which involve an alleged violation concurred with by management's decision of a law, regulation, grant, contract, or another agreement; or Unnecessary or unreasonable costs which involve unnecessary or wasteful spending.